N-01944A-13-0215

ORIGINAL



ARIZONA CORPORATION COMM

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: 2013 OCT 30 A 9: 19

Fax:

Priority: Respond Within Five Days

DURP COMMISSIE

Opinion

No. 2013 - 113488

Date: 10/29/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Arizona Corporation Commission

DOCKETED

Complaint By:

Richard D.

Brinkley

OCT 3 0 2013

Account Name:

Richard D. Brinkley

Home:

961 9 6 2013

Street:

Work:

C DOCKETED BY

City: State: Tucson

CBR: is:

te: AZ **Z**ip: 85739

<u>Utility Company.</u>

Lago Del Oro Water Company

Division:

Water

Contact Name:

Steve Soriano

Contact Phone:

Nature of Complaint:

***** W-01944A-13-0215 *****

Customer sent the following -

First, common sense dictates that as no employee receives a 63.38% increase in salary in any given year, do too should common sense dictate that no company raise its price to its "captive" customers by 63.38% in any given year.

Second, if Lago Del Oro Water Company did not have a rate increase since 1989, this tell me the management of the company is inept, shortsighted and irresponsible. As a CEO, if I raised my prices by 63.38% on my customers my Board of Directors would have fired me. The Board of Directors of Lago Del Oro need to take another look at their senior management. There is no conceivable excuse for such a long delay in a rate case.

Third, Lago Del Oro Water Company should not be allowed to penalize its customers due to the incompetence of its senior managers. Any rate increase attempting to close a 24 year gap in one fell swoop is not only irrational but also quite unethical. Basic fairness and decency require that Lago Del Oro gradually recover pricing lost to management incompetence. Lago Del Oro's customers are not the cause of management incompetence and should not be penalized due to management incompetence.

End of Complaint

<u>Utilities' Response:</u>

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

ARIZONA CORPORATION COMMISSION UTILITY COMPLAINT FORM

Date Completed: 10/29/2013

Opinion No. 2013 - 113488

ARIZONA CORPORATION COMMISSION UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 113490

Date: 10/29/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Sharon

Swenson

Account Name:

Sharon Swenson

Home:

Street:

Work:

City:

Tucson

CBR:

State:

ΑZ

Zip: 85739

is:

<u>Utility Company.</u>

Lago Del Oro Water Company

Division:

Water

Contact Name:

Steve Soriano

Contact Phone:

Nature of Complaint:

***** W-01944A-13-0215 *****

Customer sent the following -

Hello. Your proposed 46.3% increase is obscene. The fact that you haven't had a rate increase all of this time says poor planning/management to me. That said I can go along with a 10% increase, which may have been your goal along.

Thanks for "listening".

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 10/29/2013

Opinion No. 2013 - 113490